

LINDA LINGLE
GOVERNOR



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COMMISSIONER

**STATE OF HAWAII
PUBLIC UTILITIES COMMISSION
DEPARTMENT OF BUDGET AND FINANCE**

465 S. KING STREET, #103
HONOLULU, HAWAII 96813

June 24, 2005

DOCKET FILE COPY ORIGINAL JUL 1 2005

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554

Re: CG Docket 03-123; Consumer Complaint Log Summary Concerning
Telecommunications Relay Services ("TRS") for the Period June 1, 2004 to
May 31, 2005

Dear Ms. Dortch:

In accordance with 47 C.F.R. Section 64.604(c)(1), the State of Hawaii Public Utilities Commission hereby transmits the original and four (4) copies of its TRS Consumer Complaint Log Summary ("Summary") for the 12-month period ending May 31, 2005. An electronic copy of the Summary is also provided on the enclosed 3.5 inch diskette. As detailed in the Summary, a total of 16 complaints were logged regarding the provision of TRS in Hawaii from June 1, 2004 through May 31, 2005.

If you have any questions on this matter, please do not hesitate to contact Lisa Kikuta at lisa.y.kikuta@hawaii.gov or (808) 586-2020.

Sincerely,

A handwritten signature in black ink that reads "Brooke K. Kane".

Brooke K. Kane
Administrative Director

BKK:eh

Enclosures

c: Dana Jackson, Federal Communications Commission (w/o diskette)
Jane Knox, Sprint Relay Hawaii (w/o enc.)

No. of Copies rec'd 0
List ABCDE



Relay HI
6/04 - 5/05

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS														
#00 Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03 Didn't Follow Cust. Instruct.	0	0	0	1	0	0	0	0	0	0	0	1	2	40%
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08 Poor Voice Tone	0	0	0	0	1	0	0	0	0	0	0	0	1	100%
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	0	0	0	1	0	0	0	0	0	0	0	0	1	100%
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	0	0	0	0	0	1	0	0	0	0	0	0	1	100%
TOTAL	0	0	0	2	1	1	0	0	0	0	0	1	5	
TECHNICAL COMPLAINTS														
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#25 Line Disconnected	0	1	2	2	1	0	0	0	1	0	0	0	7	84%
#26 Garbled Message	0	0	0	0	0	0	0	0	1	1	1	0	3	27%
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	0	1	1	9%
#57 Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#58 Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#59 Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	0	1	2	2	1	0	0	0	2	1	1	1	11	



Relay HI
6/04 - 5/05

MISC COMPLAINTS														POT.
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	
#31 OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	
#32 No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	
#33 Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	
#34 Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	
#35 Other	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL CONTACT	0	1	2	4	2	1	0	0	2	1	1	2	16	

Complaint Tracking for HI Traditional TRS (06/01/2004-05/31/2005). Total Customer Contacts: 6 (Page 1 of 4)

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/12/05	Complaint: I asked agent to dial Cable Company menu and she did not let me choose menu and said "too late we are waiting for live person". This is not acceptable.	05/12/05	Discussed with operator. No follow up requested.
05/24/05	TTY customer says that 711 is no longer working at her business number for about a week now. She says it always worked before. Apologized for problem. Explained that businesses need 711 programmed into the phone system in order to work (she said it had been). Opened TT#I002575438. Follow-up requested.	05/24/05	Customers internal PBX was failing to transfer 711 TTY calls to Relay Translation number. Customer was supported by Sprint Hawaii IT support staff - problem is resolved. Acct Manager followed up with email to customer providing additional contact informat
09/17/04	Caller stated agent was rude, disrespectful. Also that agent did not type anything to caller for 10 min. and that agent hung up on caller intentionally. I apologized and thanked the caller for informing me. Caller requested follow up call	09/27/04	T.L. met w/agent who remembered call. Inbound was disconnected by assisting super. for caller using foul language toward agent and not providing another number to dial. Follow up call 9/27 4 pm. 4:30 pm, 4:55 pm--all busy. 9/28 2 pm, 3 pm--busy; 9/29 9:10
09/28/04	Caller upset. CA dialed before caller could finish instructions he needed to expedite call. Says he always provides this info. Is frustrated w/Sprint & its call processing. Talked w/Cust Svc & mgrs, still feels frustrated by Sprint's "waisting" his time. Needs follow-up--allow for VERY LONG answer time. Caller mobility impaired. please followup.	09/28/04	Put cust note in making sure CAs get all info. before dialing. Reviewed all steps w/CA. CA demonstrated correct steps; waiting for "GA" prior to dialing out; typing all REC's completely, not assuming anything unless instructed by caller. Faxed to Monica o
10/18/04	VOICE CUSTOMER COMMENTS: "Operator 3807 was rude. This operator would not repeat the operator number. I didn't like the voice tone used. She sounded like she was trying to change her voice by holding her nose. She hung up on me when I asked to speak to a supervisor." CSR: "Thank you for calling. This will be investigated further and if you like we can follow up with you." No follow up requested.	10/18/04	This was discussed with operator 3807.
11/28/04	Customer was trying to reach her neice on the mainland. Told agent she did not want any charges going to either party. She also stated she had a calling card for the operator. Operator said "one moment pls". Came back got fast busy signal and operator hung up on caller. Caller called back and repeated above. Operator asked for supervisor. Supervisor spoke to caller. Caller then asked operator to process call. Opr did not take calling card info and hung up on caller.	12/01/04	Coached agent on the importance of proper procedures. Also coached agent on the importance of being professional when speaking to customer.

Complaint Tracking for HI CapTel Only (06/01/2004-05/31/2005). Total Customer Contacts: 10 (Page 2 of 4)

Date of Complaint	Nature of Complaint	Date Resolved	Explanation of Resolution or Status
07/01/04	Disconnect/Reconnect during calls	7/1/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
08/03/04	Disconnect/Reconnect during calls	08/03/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence.
08/05/04	Disconnect/Reconnect during calls	08/05/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence.
09/21/04	Disconnect/Reconnect during calls	9/22/2004	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence. Ongoing tech support available, if needed.
09/30/04	Disconnect/Reconnect during calls	9/30/2004	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
10/11/04	Disconnect/Reconnect during calls	10/11/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips of what to explore with the telephone company. Customer has had disconnects with dial up internet use. Will explore this with telephone provider.
02/13/05	Technical Disconnection	02/18/05	Informed customer that the captionist reported an isolated technical difficulty during the call. Apologized for this incidence.
02/13/05	Accuracy of captions; Disconnect/Reconnect during call	02/18/05	Customer shared feedback regarding accuracy of captions. Customer Service Rep thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Discussed causes of disconnections. Assured customer CA will never hang up on a call unless they have visual indication at their end the call connection has been terminated at one end.
03/22/05	Accuracy of captions; Disconnect/Reconnect during calls	3/24/2005; 4/1/2005	Suggested customer document the date, time, CA #, and explain experience for any future calls. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. 4/1/05 Customer notes dropped characters in one example that illustrates line/network effect rather than service transmission.

Complaint Tracking for HI CapTel Only (06/01/2004-05/31/2005). Total Customer Contacts: 10 (Page 3 of 4)

Date of Complaint	Nature of Complaint	Date Resolved	Explanation of Resolution or Status
04/15/05	Accuracy of captions	04/15/05	Customer provided samples with words missing letters and characters; explained to customer voice recognition transmits whole words, thus this represents phone line transmission issues rather than CA spelling/inaccuracy issue. Investigating with the customer to determine if there is a way to remedy the line quality circumstances.

Commendations Tracking for HI Traditional TRS (06/01/2004-05/31/2005). Total Customer Contacts: 9 (Page 4 of 4)

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/21/05	Customer stated agent was extremely helpful and patient with her. She was a first time relay user and she said agent did an outstanding job. Thanked customer for their feedback.	01/21/05	
02/17/05	Caller stated operator was absolutely wonderful! Most times I get people who don't know what they're doing but she was great. She deserves to be recognized for a job well done. Thanked caller for letting us know.	02/17/05	Informed operator of a job well done and posted a certificate in center.
03/31/05	SRO user wanted to commend operator for the great service we provide. Caller also said without our service millions would suffer. Thanked caller and posted a commendation certificate in center.	03/31/05	
05/04/05	Commendation: Caller just wanted to compliment operator for doing an excellent job. Informed operator of a job well done. Posted certificate in the center. No follow up requested	05/04/05	
07/01/04	I wanted to tell you how great you all. I tried other centers but you all are the best. Thanked customer for kind words. Follow up requested. Attempted to call customer four times, no answer. Tried faxing the letter, fax machine would not pick up.		Internal Update Performed
07/12/04	Agent did a good job on this call.	07/12/04	Thanked customer for feedback. Informed operator and posted commendation.
10/18/04	Caller said operator was very nice and professional with a pleasant voice. see resolution	10/19/04	Thanked Customer and assured that CA would receive a cert. of commendation which customarily consists of a balloon, snack, 15 min. break and CA's name on Wall of Fame.
10/29/04	A Georgia Customer calling through HI relay said the agent was just great and very patient with the caller RCS Thanked the customer for letting us know of this agent's good work wanted a copy of commendation	05/25/05	RCS Thanked the customer for letting us know of this agent's good work wanted a copy of commendation.
10/29/04	Customer Comments: I want to thank you for 3811f who is very patient, helped me with a lot of calls. I really appreciate the good service provided by Sprint Relay. Thanked the caller.	11/02/04	Thanked Customer and assured that CA would receive a cert. of commendation which customarily consists of a balloon, snack, 15 min. break and CA's name on Wall of Fame.



Relay HI 6/04 - 5/05

SERVICE COMPLAINTS														PCT.
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	
#00 Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03 Didn't Follow Cust. Instruct.	0	0	0	1	0	0	0	0	0	0	0	1	2	40%
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08 Poor Voice Tone	0	0	0	0	1	0	0	0	0	0	0	0	1	20%
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	0	0	0	1	0	0	0	0	0	0	0	0	1	20%
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	0	0	0	0	0	1	0	0	0	0	0	0	1	20%
TOTAL	0	0	0	2	1	1	0	0	0	0	0	1	5	
TECHNICAL COMPLAINTS														
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#25 Line Disconnected	0	1	2	2	1	0	0	0	1	0	0	0	7	64%
#26 Garbled Message	0	0	0	0	0	0	0	0	1	1	1	0	3	27%
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	0	1	1	9%
#57 Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#58 Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#59 Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	0	1	2	2	1	0	0	0	2	1	1	1	11	



Relay HI

6/04 - 5/05

MISC COMPLAINTS												TOTAL	PCT.
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0
#31 OSD	0	0	0	0	0	0	0	0	0	0	0	0	0
#32 No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0
#33 Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0
#34 Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0
#35 Other	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTACT	0	1	2	4	2	1	0	0	2	1	1	2	16

Complaint Tracking for HI Traditional TRS (06/01/2004-05/31/2005). Total Customer Contacts: 6 (Page 1 of 4)

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09/17/04	Caller stated agent was rude, disrespectful. Also that agent did not type anything to caller for 10 min. and that agent hung up on caller intentionally. I apologized and thanked the caller for informing me. Caller requested follow up call	09/27/04	T.L. met w/agent who remembered call. Inbound was disconnected by assisting super. for caller using foul language toward agent and not providing another number to dial. Follow up call 9/27 4 pm, 4:30 pm, 4:55 pm--all busy. 9/28 2 pm, 3 pm--busy; 9/29 9:10
09/28/04	Caller upset. CA dialed before caller could finish instructions he needed to expedite call. Says he always provides this info. Is frustrated w/Sprint & its call processing. Talked w/Cust Svc & mgrs, still feels frustrated by Sprint's "waisting" his time. Needs follow-up--allow for VERY LONG answer time. Caller mobility impaired. please followup.	09/28/04	Put cust note in making sure CAs get all info. before dialing. Reviewed all steps w/CA. CA demonstrated correct steps; waiting for "GA" prior to dialing out; typing all REC's completely, not assuming anything unless instructed by caller. Faxed to Monica o
10/18/04	VOICE CUSTOMER COMMENTS: "Operator 3807 was rude. This operator would not repeat the operator number. I didn't like the voice tone used. She sounded like she was trying to change her voice by holding her nose. She hung up on me when I asked to speak to a supervisor." CSR: "Thank you for calling. This will be investigated further and if you like we can follow up with you." No follow up requested.	10/18/04	This was discussed with operator 3807.
11/28/04	Customer was trying to reach her neice on the mainland. Told agent she did not want any charges going to either party. She also stated she had a calling card for the operator. Operator said "one moment pls". Came back got fast busy signal and operator hung up on caller. Caller called back and repeated above. Operator asked for supervisor. Supervisor spoke to caller. Caller then asked operator to process call. Opr did not take calling card info and hung up on caller.	12/01/04	Coached agent on the importance of proper procedures. Also coached agent on the importance of being professional when speaking to customer.

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08/03/04	Disconnect/Reconnect during calls	08/03/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence.
08/05/04	Disconnect/Reconnect during calls	08/05/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence.
09/21/04	Disconnect/Reconnect during calls	9/22/2004	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence. Ongoing tech support available, if needed.
09/30/04	Disconnect/Reconnect during calls	9/30/2004	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
10/11/04	Disconnect/Reconnect during calls	10/11/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips of what to explore with the telephone company. Customer has had disconnects with dial up internet use. Will explore this with telephone provider.
02/13/05	Technical Disconnection	02/18/05	Informed customer that the captionist reported an isolated technical difficulty during the call. Apologized for this incidence.
02/13/05	Accuracy of captions; Disconnect/Reconnect during call	02/18/05	Customer shared feedback regarding accuracy of captions. Customer Service Rep thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Discussed causes of disconnections. Assured customer CA will never hang up on a call unless they have visual indication at their end the call connection has been terminated at one end.
03/22/05	Accuracy of captions; Disconnect/Reconnect during calls	3/24/2005; 4/1/2005	Suggested customer document the date, time, CA #, and explain experience for any future calls. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. 4/1/05 Customer notes dropped characters in one example that illustrates line/network effect rather than service transmission.

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Commendations Tracking for HI Traditional TRS (06/01/2004-05/31/2005). Total Customer Contacts: 9 (Page 4 of 4)

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03/31/05	SRO user wanted to commend operator for the great service we provide. Caller also said without our service millions would suffer. Thanked caller and posted a commendation certificate in center.	03/31/05	
05/04/05	Commendation: Caller just wanted to compliment operator for doing an excellent job. Informed operator of a job well done. Posted certificate in the center. No follow up requested	05/04/05	
07/01/04	I wanted to tell you how great you all. I tried other centers but you all are the best. Thanked customer for kind words. Follow up requested. Attempted to call customer four times, no answer. Tried faxing the letter, fax machine would not pick up.		Internal Update Performed
07/12/04	Agent did a good job on this call.	07/12/04	Thanked customer for feedback. Informed operator and posted commendation.
10/18/04	Caller said operator was very nice and professional with a pleasant voice. see resolution	10/19/04	Thanked Customer and assured that CA would receive a cert. of commendation which customarily consists of a balloon, snack, 15 min. break and CA's name on Wall of Fame.
10/29/04	A Georgia Customer calling through HI relay said the agent was just great and very patient with the caller RCS Thanked the customer for letting us know of this agent's good work wanted a copy of commendation	05/25/05	RCS Thanked the customer for letting us know of this agent's good work wanted a copy of commendation.
10/29/04	Customer Comments: I want to thank you for 3811f who is very patient, helped me with a lot of calls. I really appreciate the good service provided by Sprint Relay. Thanked the caller.	11/02/04	Thanked Customer and assured that CA would receive a cert. of commendation which customarily consists of a balloon, snack, 15 min. break and CA's name on Wall of Fame.



Relay HI
6/04 - 5/05

SERVICE COMPLAINTS														PCT.
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	
#00 Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03 Didn't Follow Cust. Instruct.	0	0	0	1	0	0	0	0	0	0	0	1	2	40%
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08 Poor Voice Tone	0	0	0	0	1	0	0	0	0	0	0	0	1	20%
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	0	0	0	1	0	0	0	0	0	0	0	0	1	20%
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	0	0	0	0	0	1	0	0	0	0	0	0	1	20%
TOTAL	0	0	0	2	1	1	0	0	0	0	0	1	6	
TECHNICAL COMPLAINTS														PCT.
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#25 Line Disconnected	0	1	2	2	1	0	0	0	1	0	0	0	7	84%
#26 Garbled Message	0	0	0	0	0	0	0	0	1	1	1	0	3	27%
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	0	1	1	9%
#57 Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#58 Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#59 Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	0	1	2	2	1	0	0	0	2	1	1	1	11	



Relay HI

6/04 - 5/05

MISC COMPLAINTS															PCT.
		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	
#35	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL CONTACT		0	1	2	4	2	1	0	0	2	1	1	2	16	

Complaint Tracking for HI Traditional TRS (06/01/2004-05/31/2005). Total Customer Contacts: 6 (Page 1 of 4)

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/12/05	Complaint: I asked agent to dial Cable Company menu and she did not let me choose menu and said "too late we are waiting for live person". This is not acceptable.	05/12/05	Discussed with operator. No follow up requested.
05/24/05	TTY customer says that 711 is no longer working at her business number for about a week now. She says it always worked before. Apologized for problem. Explained that businesses need 711 programmed into the phone system in order to work (she said it had been). Opened TT#1002575438. Follow-up requested.	05/24/05	Customers internal PBX was failing to transfer 711 TTY calls to Relay Translation number. Customer was supported by Sprint Hawaii IT support staff - problem is resolved. Acct Manager followed up with email to customer providing additional contact informat
09/17/04	Caller stated agent was rude, disrespectful. Also that agent did not type anything to caller for 10 min. and that agent hung up on caller intentionally. I apologized and thanked the caller for informing me. Caller requested follow up call	09/27/04	T.L. met w/agent who remembered call. Inbound was disconnected by assisting super. for caller using foul language toward agent and not providing another number to dial. Follow up call 9/27 4 pm, 4:30 pm, 4:55 pm--all busy. 9/28 2 pm, 3 pm--busy; 9/29 9:10
09/28/04	Caller upset. CA dialed before caller could finish instructions he needed to expedite call. Says he always provides this info. Is frustrated w/Sprint & its call processing. Talked w/Cust Svc & mgrs, still feels frustrated by Sprint's "waisting" his time. Needs follow-up--allow for VERY LONG answer time. Caller mobility impaired. please followup.	09/28/04	Put cust note in making sure CAs get all info. before dialing. Reviewed all steps w/CA. CA demonstrated correct steps; waiting for "GA" prior to dialing out; typing all REC's completely, not assuming anything unless instructed by caller. Faxed to Monica o
10/18/04	VOICE CUSTOMER COMMENTS: "Operator 3807 was rude. This operator would not repeat the operator number. I didn't like the voice tone used. She sounded like she was trying to change her voice by holding her nose. She hung up on me when I asked to speak to a supervisor." CSR: "Thank you for calling. This will be investigated further and if you like we can follow up with you." No follow up requested.	10/18/04	This was discussed with operator 3807.
11/28/04	Customer was trying to reach her neice on the mainland. Told agent she did not want any charges going to either party. She also stated she had a calling card for the operator. Operator said "one moment pls". Came back got fast busy signal and operator hung up on caller. Caller called back and repeated above. Operator asked for supervisor. Supervisor spoke to caller. Caller then asked operator to process call. Opr did not take calling card info and hung up on caller.	12/01/04	Coached agent on the importance of proper procedures. Also coached agent on the importance of being professional when speaking to customer.

Complaint Tracking for HI CapTel Only (06/01/2004-05/31/2005). Total Customer Contacts: 10 (Page 2 of 4)

Date of Complaint	Nature of Complaint	Date Resolved	Explanation of Resolution or Status
07/01/04	Disconnect/Reconnect during calls	7/1/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
08/03/04	Disconnect/Reconnect during calls	08/03/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence.
08/05/04	Disconnect/Reconnect during calls	08/05/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence.
09/21/04	Disconnect/Reconnect during calls	9/22/2004	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence. Ongoing tech support available, if needed.
09/30/04	Disconnect/Reconnect during calls	9/30/2004	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
10/11/04	Disconnect/Reconnect during calls	10/11/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips of what to explore with the telephone company. Customer has had disconnects with dial up internet use. Will explore this with telephone provider.
02/13/05	Technical Disconnection	02/18/05	Informed customer that the captionist reported an isolated technical difficulty during the call. Apologized for this incidence.
02/13/05	Accuracy of captions; Disconnect/Reconnect during call	02/18/05	Customer shared feedback regarding accuracy of captions. Customer Service Rep thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Discussed causes of disconnections. Assured customer CA will never hang up on a call unless they have visual indication at their end the call connection has been terminated at one end.
03/22/05	Accuracy of captions; Disconnect/Reconnect during calls	3/24/2005; 4/1/2005	Suggested customer document the date, time, CA #, and explain experience for any future calls. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. 4/1/05 Customer notes dropped characters in one example that illustrates line/network effect rather than service transmission.

Complaint Tracking for HI CapTel Only (06/01/2004-05/31/2005). Total Customer Contacts: 10 (Page 3 of 4)

Date of Complaint	Nature of Complaint	Date Resolved	Explanation of Resolution or Status
04/15/05	Accuracy of captions	04/15/05	Customer provided samples with words missing letters and characters; explained to customer voice recognition transmits whole words, thus this represents phone line transmission issues rather than CA spelling/inaccuracy issue. Investigating with the customer to determine if there is a way to remedy the line quality circumstances.

Commendations Tracking for HI Traditional TRS (06/01/2004-05/31/2005). Total Customer Contacts: 9 (Page 4 of 4)

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/21/05	Customer stated agent was extremely helpful and patient with her. She was a first time relay user and she said agent did an outstanding job. Thanked customer for their feedback.	01/21/05	
02/17/05	Caller stated operator was absolutely wonderful! Most times I get people who don't know what they're doing but she was great. She deserves to be recognized for a job well done. Thanked caller for letting us know.	02/17/05	Informed operator of a job well done and posted a certificate in center.
03/31/05	SRO user wanted to commend operator for the great service we provide. Caller also said without our service millions would suffer. Thanked caller and posted a commendation certificate in center.	03/31/05	
05/04/05	Commendation: Caller just wanted to compliment operator for doing an excellent job. Informed operator of a job well done. Posted certificate in the center. No follow up requested	05/04/05	
07/01/04	I wanted to tell you how great you all. I tried other centers but you all are the best. Thanked customer for kind words. Follow up requested. Attempted to call customer four times, no answer. Tried faxing the letter, fax machine would not pick up.		Internal Update Performed
07/12/04	Agent did a good job on this call.	07/12/04	Thanked customer for feedback. Informed operator and posted commendation.
10/18/04	Caller said operator was very nice and professional with a pleasant voice. see resolution	10/19/04	Thanked Customer and assured that CA would receive a cert. of commendation which customarily consists of a balloon, snack, 15 min. break and CA's name on Wall of Fame.
10/29/04	A Georgia Customer calling through HI relay said the agent was just great and very patient with the caller RCS Thanked the customer for letting us know of this agent's good work wanted a copy of commendation	05/25/05	RCS Thanked the customer for letting us know of this agent's good work wanted a copy of commendation.
10/29/04	Customer Comments: I want to thank you for 3811f who is very patient, helped me with a lot of calls. I really appreciate the good service provided by Sprint Relay. Thanked the caller.	11/02/04	Thanked Customer and assured that CA would receive a cert. of commendation which customarily consists of a balloon, snack, 15 min. break and CA's name on Wall of Fame.



Relay HI
6/04 - 5/05

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS															
#00	Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03	Didn't Follow Cust. Instruct.	0	0	0	1	0	0	0	0	0	0	0	1	2	100%
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#05	Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08	Poor Voice Tone	0	0	0	0	1	0	0	0	0	0	0	0	1	200%
#09	Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	0	0	0	1	0	0	0	0	0	0	0	0	1	200%
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	0	0	0	0	0	1	0	0	0	0	0	0	1	200%
	TOTAL	0	0	0	2	1	1	0	0	0	0	0	1	5	
TECHNICAL COMPLAINTS															
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#25	Line Disconnected	0	1	2	2	1	0	0	0	1	0	0	0	7	84%
#26	Garbled Message	0	0	0	0	0	0	0	0	1	1	1	0	3	27%
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	0	1	1	9%
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#58	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	TOTAL	0	1	2	2	1	0	0	0	2	1	1	1	11	



Relay HI
6/04 - 5/05

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
MISC COMPLAINTS															
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	
#35	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL CONTACT		0	1	2	4	2	1	0	0	2	1	1	2	16	

Complaint Tracking for HI Traditional TRS (06/01/2004-05/31/2005). Total Customer Contacts: 6 (Page 1 of 4)

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/12/05	Complaint: I asked agent to dial Cable Company menu and she did not let me choose menu and said "too late we are waiting for live person". This is not acceptable.	05/12/05	Discussed with operator. No follow up requested.
05/24/05	TTY customer says that 711 is no longer working at her business number for about a week now. She says it always worked before. Apologized for problem. Explained that businesses need 711 programmed into the phone system in order to work (she said it had been). Opened TT#I002575438. Follow-up requested.	05/24/05	Customers internal PBX was failing to transfer 711 TTY calls to Relay Translation number. Customer was supported by Sprint Hawaii IT support staff - problem is resolved. Acct Manager followed up with email to customer providing additional contact informat
09/17/04	Caller stated agent was rude, disrespectful. Also that agent did not type anything to caller for 10 min. and that agent hung up on caller intentionally. I apologized and thanked the caller for informing me. Caller requested follow up call	09/27/04	T.L. met w/agent who remembered call. Inbound was disconnected by assisting super. for caller using foul language toward agent and not providing another number to dial. Follow up call 9/27 4 pm. 4:30 pm, 4:55 pm--all busy. 9/28 2 pm, 3 pm--busy; 9/29 9:10
09/28/04	Caller upset. CA dialed before caller could finish instructions he needed to expedite call. Says he always provides this info. Is frustrated w/Sprint & its call processing. Talked w/Cust Svc & mgrs, still feels frustrated by Sprint's "waisting" his time. Needs follow-up--allow for VERY LONG answer time. Caller mobility impaired. please followup.	09/28/04	Put cust note in making sure CAs get all info. before dialing. Reviewed all steps w/CA. CA demonstrated correct steps; waiting for "GA" prior to dialing out; typing all REC's completely, not assuming anything unless instructed by caller. Faxed to Monica o
10/18/04	VOICE CUSTOMER COMMENTS: "Operator 3807 was rude. This operator would not repeat the operator number. I didn't like the voice tone used. She sounded like she was trying to change her voice by holding her nose. She hung up on me when I asked to speak to a supervisor." CSR: "Thank you for calling. This will be investigated further and if you like we can follow up with you." No follow up requested.	10/18/04	This was discussed with operator 3807.
11/28/04	Customer was trying to reach her neice on the mainland. Told agent she did not want any charges going to either party. She also stated she had a calling card for the operator. Operator said "one moment pls". Came back got fast busy signal and operator hung up on caller. Caller called back and repeated above. Operator asked for supervisor. Supervisor spoke to caller. Caller then asked operator to process call. Opr did not take calling card info and hung up on caller.	12/01/04	Coached agent on the importance of proper procedures. Also coached agent on the importance of being professional when speaking to customer.

Complaint Tracking for HI CapTel Only (06/01/2004-05/31/2005). Total Customer Contacts: 10 (Page 2 of 4)

Date of Complaint	Nature of Complaint	Date Resolved	Explanation of Resolution or Status
07/01/04	Disconnect/Reconnect during calls	7/1/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
08/03/04	Disconnect/Reconnect during calls	08/03/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence.
08/05/04	Disconnect/Reconnect during calls	08/05/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence.
09/21/04	Disconnect/Reconnect during calls	9/22/2004	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence. Ongoing tech support available, if needed.
09/30/04	Disconnect/Reconnect during calls	9/30/2004	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
10/11/04	Disconnect/Reconnect during calls	10/11/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips of what to explore with the telephone company. Customer has had disconnects with dial up internet use. Will explore this with telephone provider.
02/13/05	Technical Disconnection	02/18/05	Informed customer that the captionist reported an isolated technical difficulty during the call. Apologized for this incidence.
02/13/05	Accuracy of captions; Disconnect/Reconnect during call	02/18/05	Customer shared feedback regarding accuracy of captions. Customer Service Rep thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Discussed causes of disconnections. Assured customer CA will never hang up on a call unless they have visual indication at their end the call connection has been terminated at one end.
03/22/05	Accuracy of captions; Disconnect/Reconnect during calls	3/24/2005; 4/1/2005	Suggested customer document the date, time, CA #, and explain experience for any future calls. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. 4/1/05 Customer notes dropped characters in one example that illustrates line/network effect rather than service transmission.

Complaint Tracking for HI CapTel Only (06/01/2004-05/31/2005). Total Customer Contacts: 10 (Page 3 of 4)

Date of Complaint	Nature of Complaint	Date Resolved	Explanation of Resolution or Status
04/15/05	Accuracy of captions	04/15/05	Customer provided samples with words missing letters and characters; explained to customer voice recognition transmits whole words, thus this represents phone line transmission issues rather than CA spelling/inaccuracy issue. Investigating with the customer to determine if there is a way to remedy the line quality circumstances.

Commendations Tracking for HI Traditional TRS (06/01/2004-05/31/2005). Total Customer Contacts: 9 (Page 4 of 4)

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/21/05	Customer stated agent was extremely helpful and patient with her. She was a first time relay user and she said agent did an outstanding job. Thanked customer for their feedback.	01/21/05	
02/17/05	Caller stated operator was absolutely wonderful! Most times I get people who don't know what they're doing but she was great. She deserves to be recognized for a job well done. Thanked caller for letting us know.	02/17/05	Informed operator of a job well done and posted a certificate in center.
03/31/05	SRO user wanted to commend operator for the great service we provide. Caller also said without our service millions would suffer. Thanked caller and posted a commendation certificate in center.	03/31/05	
05/04/05	Commendation: Caller just wanted to compliment operator for doing an excellent job. Informed operator of a job well done. Posted certificate in the center. No follow up requested	05/04/05	
07/01/04	I wanted to tell you how great you all. I tried other centers but you all are the best. Thanked customer for kind words. Follow up requested. Attempted to call customer four times, no answer. Tried faxing the letter, fax machine would not pick up.		Internal Update Performed
07/12/04	Agent did a good job on this call.	07/12/04	Thanked customer for feedback. Informed operator and posted commendation.
10/18/04	Caller said operator was very nice and professional with a pleasant voice. see resolution	10/19/04	Thanked Customer and assured that CA would receive a cert. of commendation which customarily consists of a balloon, snack, 15 min. break and CA's name on Wall of Fame.
10/29/04	A Georgia Customer calling through HI relay said the agent was just great and very patient with the caller RCS Thanked the customer for letting us know of this agent's good work wanted a copy of commendation	05/25/05	RCS Thanked the customer for letting us know of this agent's good work wanted a copy of commendation.
10/29/04	Customer Comments: I want to thank you for 3811f who is very patient, helped me with a lot of calls. I really appreciate the good service provided by Sprint Relay. Thanked the caller.	11/02/04	Thanked Customer and assured that CA would receive a cert. of commendation which customarily consists of a balloon, snack, 15 min. break and CA's name on Wall of Fame.



Relay HI
6/04 - 5/05

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS														
#00 Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03 Didn't Follow Cust. Instruct.	0	0	0	1	0	0	0	0	0	0	0	1	2	2%
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08 Poor Voice Tone	0	0	0	0	1	0	0	0	0	0	0	0	1	1%
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	0	0	0	1	0	0	0	0	0	0	0	0	1	1%
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	0	0	0	0	0	1	0	0	0	0	0	0	1	1%
TOTAL	0	0	0	2	1	1	0	0	0	0	0	1	5	
TECHNICAL COMPLAINTS														
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#25 Line Disconnected	0	1	2	2	1	0	0	0	1	0	0	0	7	7%
#26 Garbled Message	0	0	0	0	0	0	0	0	1	1	1	0	3	3%
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	0	1	1	1%
#57 Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#58 Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#59 Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	0	1	2	2	1	0	0	0	2	1	1	1	11	



Relay HI
6/04 - 5/05

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT
MISC COMPLAINTS															
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	
#35	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL CONTACT		0	1	2	4	2	1	0	0	2	1	1	2	16	

Complaint Tracking for HI Traditional TRS (06/01/2004-05/31/2005). Total Customer Contacts: 6 (Page 1 of 4)

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/12/05	Complaint: I asked agent to dial Cable Company menu and she did not let me choose menu and said "too late we are waiting for live person". This is not acceptable.	05/12/05	Discussed with operator. No follow up requested.
05/24/05	TTY customer says that 711 is no longer working at her business number for about a week now. She says it always worked before. Apologized for problem. Explained that businesses need 711 programmed into the phone system in order to work (she said it had been). Opened TT#I002575438. Follow-up requested.	05/24/05	Customers internal PBX was failing to transfer 711 TTY calls to Relay Translation number. Customer was supported by Sprint Hawaii IT support staff - problem is resolved. Acct Manager followed up with email to customer providing additional contact informat
09/17/04	Caller stated agent was rude, disrespectful. Also that agent did not type anything to caller for 10 min. and that agent hung up on caller intentionally. I apologized and thanked the caller for informing me. Caller requested follow up call	09/27/04	T.L. met w/agent who remembered call. Inbound was disconnected by assisting super. for caller using foul language toward agent and not providing another number to dial. Follow up call 9/27 4 pm. 4:30 pm, 4:55 pm--all busy. 9/28 2 pm, 3 pm--busy; 9/29 9:10
09/28/04	Caller upset. CA dialed before caller could finish instructions he needed to expedite call. Says he always provides this info. Is frustrated w/Sprint & its call processing. Talked w/Cust Svc & mgrs, still feels frustrated by Sprint's "waisting" his time. Needs follow-up--allow for VERY LONG answer time. Caller mobility impaired. please followup.	09/28/04	Put cust note in making sure CAs get all info. before dialing. Reviewed all steps w/CA. CA demonstrated correct steps; waiting for "GA" prior to dialing out; typing all REC's completely, not assuming anything unless instructed by caller. Faxed to Monica o
10/18/04	VOICE CUSTOMER COMMENTS: "Operator 3807 was rude. This operator would not repeat the operator number. I didn't like the voice tone used. She sounded like she was trying to change her voice by holding her nose. She hung up on me when I asked to speak to a supervisor." CSR: "Thank you for calling. This will be investigated further and if you like we can follow up with you." No follow up requested.	10/18/04	This was discussed with operator 3807.
11/28/04	Customer was trying to reach her neice on the mainland. Told agent she did not want any charges going to either party. She also stated she had a calling card for the operator. Operator said "one moment pls". Came back got fast busy signal and operator hung up on caller. Caller called back and repeated above. Operator asked for supervisor. Supervisor spoke to caller. Caller then asked operator to process call. Opr did not take calling card info and hung up on caller.	12/01/04	Coached agent on the importance of proper procedures. Also coached agent on the importance of being professional when speaking to customer.

Complaint Tracking for HI CapTel Only (06/01/2004-05/31/2005). Total Customer Contacts: 10 (Page 2 of 4)

Date of Complaint	Nature of Complaint	Date Resolved	Explanation of Resolution or Status
07/01/04	Disconnect/Reconnect during calls	7/1/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
08/03/04	Disconnect/Reconnect during calls	08/03/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence.
08/05/04	Disconnect/Reconnect during calls	08/05/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence.
09/21/04	Disconnect/Reconnect during calls	9/22/2004	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence. Ongoing tech support available, if needed.
09/30/04	Disconnect/Reconnect during calls	9/30/2004	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
10/11/04	Disconnect/Reconnect during calls	10/11/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips of what to explore with the telephone company. Customer has had disconnects with dial up internet use. Will explore this with telephone provider.
02/13/05	Technical Disconnection	02/18/05	Informed customer that the captionist reported an isolated technical difficulty during the call. Apologized for this incidence.
02/13/05	Accuracy of captions; Disconnect/Reconnect during call	02/18/05	Customer shared feedback regarding accuracy of captions. Customer Service Rep thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Discussed causes of disconnections. Assured customer CA will never hang up on a call unless they have visual indication at their end the call connection has been terminated at one end.
03/22/05	Accuracy of captions; Disconnect/Reconnect during calls	3/24/2005; 4/1/2005	Suggested customer document the date, time, CA #, and explain experience for any future calls. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. 4/1/05 Customer notes dropped characters in one example that illustrates line/network effect rather than service transmission.

Complaint Tracking for HI CapTel Only (06/01/2004-05/31/2005). Total Customer Contacts: 10 (Page 3 of 4)

Date of Complaint	Nature of Complaint	Date Resolved	Explanation of Resolution or Status
04/15/05	Accuracy of captions	04/15/05	Customer provided samples with words missing letters and characters; explained to customer voice recognition transmits whole words, thus this represents phone line transmission issues rather than CA spelling/inaccuracy issue. Investigating with the customer to determine if there is a way to remedy the line quality circumstances.

Commendations Tracking for HI Traditional TRS (06/01/2004-05/31/2005). Total Customer Contacts: 9 (Page 4 of 4)

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/21/05	Customer stated agent was extremely helpful and patient with her. She was a first time relay user and she said agent did an outstanding job. Thanked customer for their feedback.	01/21/05	
02/17/05	Caller stated operator was absolutely wonderful! Most times I get people who don't know what they're doing but she was great. She deserves to be recognized for a job well done. Thanked caller for letting us know.	02/17/05	Informed operator of a job well done and posted a certificate in center.
03/31/05	SRO user wanted to commend operator for the great service we provide. Caller also said without our service millions would suffer. Thanked caller and posted a commendation certificate in center.	03/31/05	
05/04/05	Commendation: Caller just wanted to compliment operator for doing an excellent job. Informed operator of a job well done. Posted certificate in the center. No follow up requested	05/04/05	
07/01/04	I wanted to tell you how great you all. I tried other centers but you all are the best. Thanked customer for kind words. Follow up requested. Attempted to call customer four times, no answer. Tried faxing the letter, fax machine would not pick up.		Internal Update Performed
07/12/04	Agent did a good job on this call.	07/12/04	Thanked customer for feedback. Informed operator and posted commendation.
10/18/04	Caller said operator was very nice and professional with a pleasant voice. see resolution	10/19/04	Thanked Customer and assured that CA would receive a cert. of commendation which customarily consists of a balloon, snack, 15 min. break and CA's name on Wall of Fame.
10/29/04	A Georgia Customer calling through HI relay said the agent was just great and very patient with the caller RCS Thanked the customer for letting us know of this agent's good work wanted a copy of commendation	05/25/05	RCS Thanked the customer for letting us know of this agent's good work wanted a copy of commendation.
10/29/04	Customer Comments: I want to thank you for 3811f who is very patient, helped me with a lot of calls. I really appreciate the good service provided by Sprint Relay. Thanked the caller.	11/02/04	Thanked Customer and assured that CA would receive a cert. of commendation which customarily consists of a balloon, snack, 15 min. break and CA's name on Wall of Fame.